

CITIZEN ADVISOR

DISTINGUISHING FEATURES

The fundamental reason the Citizen Advisor exists is to respond to neighborhood issues based on assignment to geographic areas in the Citizen and Neighborhood Resources Department. This position coordinates and presents programs that give neighborhoods tools to pre-empt or resolve issues within their neighborhood. A variety of community service activities including crime prevention programs and public education classes provide citizens with information and skills to enhance their neighborhood. This classification does not supervise and works closely with the Citizen Liaisons for advice and guidance. Work is performed under general supervision of the Customer Service and Communication Director. The Citizen Advisor is distinguished from the Citizen Liaison by the involvement in the less complex issues surrounding neighborhood maintenance and preservation.

ESSENTIAL FUNCTIONS

Investigates citizen complaints based on geographic area. Work in teams with other CNR staff and with other City departments when needed to ensure resolution. Update Customer Service and Communication Director on major issues.

Plans programs to generate citizen involvement in property maintenance and neighborhood improvement efforts within identified target neighborhoods.

Provides oversight on the materials, scheduling, set-up and all coordination for crime prevention, safety, and community relations programs.

Works in conjunction with citizen liaisons, code inspectors, citizen service specialists and other city staff to accomplish the city's goals and objectives.

Provides support to neighborhood associations in obtaining and coordinating community services.

Organizes and provides leadership to citizen groups and committees.

Develops and encourages continuing neighborhood participation in neighborhood improvement efforts.

Provides information to the neighborhood organizations.

Attends neighborhood association meetings.

Presents information on block watch and other crime prevention programs. Provides assistance and support to other team members with programs including GAIN, Crime-Free Multi-Family Housing, and Crime Prevention Through Environmental Design (CPTED), etc.

Coordinates the Speed Awareness Program including management of the database, responsibility for interaction with neighborhood groups and other City departments, and scheduling and moving the speed awareness trailers to locations throughout the city.

Assists in the coordination of public events such as Public Safety Day.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Neighborhood associations and organizations involved in providing community and neighborhood services.

Principles and practices of neighborhood and program planning.

Principles and practices of public safety and crime prevention.

Ability to:

Listen and communicate effectively with a diverse group of people; establish and maintain good working relationships with co-workers and the general public; demonstrate tact, diplomacy and good customer service skills.

Effectively present information to large groups of people and/or neighborhood associations.

Act calmly, rationally, decisively, and tactfully in difficult situations.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Operate a variety of standard office equipment, including a personal computer that requires continuous and repetitive arm, hand and eye movement.

Work occasional evenings and/or weekends to attend meetings is required.

Education & Experience

Any combination of education and experience equivalent to a bachelor's degree in criminal justice, planning or public administration or a related field and one year of experience in community and citizen outreach programs. Must possess and maintain a valid Arizona's driver's license with no major citations within the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified